

## **Engineering Conference and Event Registration System (ERS) Frequently Asked Questions (FAQs)**

**Question 1:** Do I have to create a new account every year or for every UDOT event using the ERS?

**Answer:** No.

If you set up an account for a previous Conference your account is still active for the email address entered at that time.

If that email address is still valid, enter your full email address and password in the "Login For Existing Users" area.

This same email address and password can be used for any UDOT event set up in the ERS.

**Question 2:** I can't remember whether I set up an account or I can't remember my password.

What should I do?

**Answer:**

If you forgot your password and the email address is still current enter your full email address in the "Lost Password" area and select "Submit."

The email address must be identical to the one you entered when setting up your account or you won't receive the new password.

If you don't remember if you set up an account enter your full email address in the "Lost Password" area and select "Submit."

If your email address matches exactly one in the data base you will receive a new password to that email account.

Use this new password to log in as an Existing User.

Passwords are case sensitive.

If you do not receive the email with a new password either you entered an incorrect email address or you don't have an account in the ERS.

Resubmit if you think you entered an incorrect email address.

If you don't receive a new password email after two attempts one of the following may be the case.

Incorrect email address.

No account set up.

Account set up but never confirmed or validated.

Your company server or Internet Service Provider may be blocking email from our server.

Accomplish the "New User" steps using the "How do I set up a new account in the ERS" question 4 below.

If you receive an error when you submit the new account indicating the email address already exists refer to the contact information at the bottom of this page.

**Question 3:** Can I register more than one person for my company?

**Answer:** Yes.

Each attendee must have their own account in the ERS.

Refer to "How do I set up a new account in the ERS" question 4 below.

**Question 4:** How do I set up a new account in the ERS?

I am an office manager (or administrative assistant) tasked with registering another person in our company or I am a new attendee.

**Answer:**

Select the link in the "New Users" area on the login page.

Complete the required process using the attendee's email address, not your own email address if you are completing the process for someone else.

This is a three step process to include submitting your information, waiting for the confirmation e-mail, and activating your account.

If you are completing this process for someone else refer to the "How do I set up multiple new accounts in the ERS" question 5 and complete the additional items not covered here.

Complete the registration process.

**Question 5:** How do I set up multiple new accounts in the ERS?

I am an office manager (or administrative assistant) tasked with registering more than one person in our company.

**Answer:**

Complete the above “How do I set up a new account in the ERS” actions question 4 **for each attendee.**

If you have access to the attendee’s email account accomplish the actions required by the confirmation email.

If you don’t have access to the attendee’s email either have that person accomplish the initial confirmation actions or have them forward the email to you. The easiest and quickest method is for them to forward you the email.

If the attendee confirms the account, have them log out so that you can log in and complete the registration process for them.

Complete the registration process.

**Question 6:** I have completed the account set up, logged into the ERS, and selected the “Register” link.

I was taken to a web page that indicated “You are not currently registered for this event. Would you like to register?”

I selected the “Yes, register me for the Engineering Conference 2006” button.

Am I done with the registration process?

**Answer:** No

When you selected this button you were taken to another web page that shows the schedule for the entire conference.

Several of the items are already checked and can not be changed.

These are default items that are needed to set up the schedule.

They have no impact on increasing or decreasing fees.

You still need to select meals and any breakout sessions of interest.

If you do not plan on attending the breakout sessions, in part or entirely, the “None” option is set by default. Select the desired session for any of the 10 breakout session periods of time.

**Question 7:** If I change my mind and want to update my meal selection or breakout session choices how do I do this?

**Answer:** Log back in to the ERS and select the “Register” link.

Update your meal and breakout sessions as often as you wish while on-line registration is open.

Select the “Update Registration” button near the top of the page or at the bottom of the page. **DO NOT check the Confirm box.** This box is only for deleting your registration in its entirety.

**Question 8:** If I change my mind or my schedule changes how do I cancel my registration?

**Answer:**

If on-line registration is still open.

Log back in to the ERS and select the “Register” link.

Click the box in front of the word “Confirm” and then click the “Cancel Event Registration” button.

The “Confirm” option is used only with the “Cancel” option.

If on-line registration is closed.

Contact:

Barry Axelrod at 801-964-4570 or  
Terri Theobald at 801-965-4482

Must be done on or before November 7, 2006. After that date you are still responsible for the registration fees.

**Question 9:** I missed the regular on-line registration process. Can I still register?

**Answer:** Yes.

A modified process will be available on-line after the close of the regular on-line process.

A “Late Registration” subtopic will be added to the main Engineering Conference Web site at <http://www.udot.utah.gov/index.php/m=c/tid=949> after the November 1, 2006 cut off.

Walk-in registration is available at the Conference Center during the dates of the Conference.

Late fees apply.

**Question 10:** How do I reserve a hotel room for use during the conference?

**Answer:**

When available, from the main Engineering Conference Web site at <http://www.udot.utah.gov/index.php/m=c/tid=949> select the “Lodging” subtopic.

**Question 11:** How do I determine fees for the conference?

**Answer:**

From the main Engineering Conference Web site at <http://www.udot.utah.gov/index.php/m=c/tid=949> select the “Price List/Registration Fees/Payment Information” subtopic.

**Question 12:** How do I view a description of the breakout sessions?

**Answer:**

From the main Engineering Conference Web site at <http://www.udot.utah.gov/index.php/m=c/tid=949> select the “Breakout Sessions” subtopic.

**Question 13:** Can I pay on-line?

**Answer:** No.

Refer to On-line Price Information at <http://www.udot.utah.gov/index.php/m=c/tid=1026>

**Question 14:** If I pay by check who do I make the check out to?

**Answer:** 2006 UDOT Engineering Conference

For more information Refer to “Price List/Registration Fees/Payment Information” at <http://www.udot.utah.gov/index.php/m=c/tid=1026>

**Question 15:** Can I pay by credit card?

**Answer: Yes. This is the first year that we have this option.**

For more information Refer to “Price List/Registration Fees/Payment Information” at <http://www.udot.utah.gov/index.php/m=c/tid=1026>

**Question 16:** What do I do if I have a question or problem not addressed by any of the above questions and answers?

**Answer:**

Refer to the below Contact Information.

Barry Axelrod at 801-964-4570 or [baxelrod@utah.gov](mailto:baxelrod@utah.gov)